

**CIRCUIT COURT FOR MONTGOMERY COUNTY, MARYLAND**

**Personnel Class Specification**

**ASSISTANT MANAGER/LEAD WORKER- ASSIGNMENT OFFICE**

**DEFINITION OF CLASS**

The Assistant Manager/Lead Worker reports to the Assignment Commissioner and is ultimately responsible to the Court Administrator. The position involves the ability to supervise and oversee the Assignment Office Staff and the management of case-related events. The employee is responsible for planning, directing and coordinating activities to ensure court personnel perform efficiently and the public receives prompt and courteous service.

This highly responsible position demands the exercise of case-related discretion, within guidelines established by the Court and is charged with providing continuity in the disposition of Civil, Criminal, Family and Juvenile cases. Employee is expected to have a thorough knowledge of general office practices, and make independent decisions in dealing with Judicial Officers, the public and employees. Information obtained in the course of the performance of these duties may be confidential or private in nature. The employee in this position must recognize that visitors to the Court may be under significant stress and ensure that they are treated with dignity and discretion as they obtain court-ordered services.

Performance of duties requires managing staff and court resources to meet daily work assignments. Training of staff on office policy and procedure and the ability to make improvements to the daily operation of the department is required. The employee is expected to use initiative and judgment regarding the job assignments of employees, the use of discretion and to make decisions concerning the most effective and efficient methods to accomplish work assignments, and resolve problems.

**EXAMPLES OF ESSENTIAL FUNCTIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Assist the Assignment Commissioner in preparing, monitoring, and assigning the daily dockets. Must be proficient in all computer programs used for this purpose and must be able to independently perform these functions when the Assignment Commissioner is away or involved in other matters.

- Assist the Assignment Commissioner in coordinating the scheduling of events with the judges' and masters' chambers. Must be able to independently perform these functions when the Assignment Commissioner is away or involved in other matters.
- Attend and participate in meetings to discuss various court-related issues including, but not limited to, differentiated case management/quality control, procedural changes and employee issues. Participate in ad hoc work groups, committees and/or task forces as requested, submitting and commenting on proposals and recommendations regarding case-related matters.
- Prepare periodic statistical and narrative reports on operations and keep departmental management informed regarding productivity.
- Responsible for maintaining judges' leave and assisting with the transfer of assignments to other resources.
- Assist in scheduling judges' and masters' calendar assignments. Maintain and update calendar assignments.
- Directly supervise the employees of the Assignment Office and carry out supervisory responsibilities in accordance with the Court's business practices and policies including, but not limited to, interviewing, hiring, and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Process and approve employee time and leave reporting. Maintain monthly leave reports for all employees.
- Assist in developing and administering policies, procedures, and training programs to ensure the effective utilization and operation of the Assignment Office staff.
- Provide on-going education and monitor staff productivity and processing times to maintain departmental efficiency and effectiveness in providing customer service.
- Assist in introducing changes in work methods and procedures, staff assignments, and/or work schedules to meet work requirements. Review and coordinate on-going updates to office manuals.
- Prepare monthly leave coverage and front counter assignments for employees.
- Communicate with other court personnel to coordinate case-related actions.
- Assist the Assignment Commissioner in planning and coordinating staff meetings. Prepare minutes for Assignment Office meetings.
- Write/maintain procedures for users' reference for various system applications and office automation policies and procedures for system usage.

- Transport court files from one department to another within the Court.

This job description reflects management's assignment of essential functions. It does not prescribe or restrict additional tasks and assignments that may be required by the Assignment Commissioner, Judicial Officers and/or the Court Administrator.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to work the full-time standard Court work schedule of 8:00 a.m. to 5:00 p.m. (Monday through Friday) with flexibility to accommodate any necessary early or late meetings.
- Maintain a regular, punctual and reliable level of attendance.
- Ability to work independently and have high level interpersonal skills to handle sensitive and confidential situations.
- Ability to effectively supervise, assign work assignments and evaluate employees.
- Ability to prepare and maintain work-related records.
- Ability to investigate and draft correspondence in response to inquiries or complaints received from the public.
- Ability to identify and solve problems, including analyzing, evaluating, developing and implementing policies, procedures and programs designed to provide maximum efficiency at minimum cost.
- Ability to prepare concise and comprehensive reports, both orally and in writing.
- Ability to attend meetings or perform other assignments at locations inside or outside the Court.
- Ability to establish and maintain effective working relationships with the public and other related offices and agencies.
- Excellent telephone manner and experience dealing with the public.
- Ability to communicate effectively, orally and written, and exercise a high degree of judgment, tact, diplomacy and competence in dealing with judges, attorneys, court personnel and the public.
- Ability to pay attention to detail in composing, typing and proofing materials; set priorities and simultaneously process multiple duties and responsibilities.
- Knowledge of and ability to apply fundamentals of business English, spelling, grammar, punctuation, standard office practices and procedures.

- Conversational Spanish desirable but not required.
- Ability to lift and transport stacks of court files to perform the essential functions of this position.

### **MINIMUM QUALIFICATIONS**

- B.S. or B.A. in Public or Court Administration from an accredited university with four years of direct management experience.
- Four years of professional management experience in the areas of staffing, recruitment, and employee training and development, for a mid-size organization.
- Excellent oral communication skills and an even temperament are high priority considerations for this position.
- Superior writing skills and command of English is essential.
- Excellent organizational skills and customer service are of the highest priority as well as competence and temperament to communicate with the legal community, in-house court personnel and the general public in a fast paced environment.
- Advanced knowledge of Microsoft Office Suite.
- Three years customer service experience.
- An equivalent combination of education and experience may be substituted with six years of management experience.

*The above statements are intended to describe the general nature and level of work being performed by a person in this position. They are not to be construed as an exhaustive list of all duties that may be performed by such a person.*